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	7US1 Serial No. 10/004,664	Atty: AJP		
Applicant: BROWN ET AL				
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X Amendment	_X_ Certific	cate of Facsimile		
_X Transmittal Letter				
Deposit Acct. No. 09-0447 Fees: Amendment X Notice of Appeal Appeal Brief Other				

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	Application Number	10/004,664	
TRANSMITTAL	Filing Date	12/3/2001	
FORM	First Named Inventor	Brown et al.	
	Art Unit	2642	
(to be used for all correspondence after initia		Thjuan Knowlin	
Total Number of Pages in This Submission	46 Attorney Docket Number	AUS920010947US1	
	ENCLOSURES (Check)	all that apply)	
Fee Transmittal Form	Drawing(s)	After Allowance Communication to TC Appeal Communication to Board	
Amendment/Reply After Final Affidavits/declaration(s) Extension of Time Request Express Abandonment Request Information Disclosure Statement Certified Copy of Priority Document(s) Reply to Missing Parts/ Incomplete Application Reply to Missing Parts under 37 CFR 1.52 or 1.53	Petition Petition to Convert to a Provisional Application Power of Attorney, Revocal Change of Correspondence Terminal Disclaimer Request for Refund CD, Number of CD(s) Landscape Table on CREMER'S The Commissioner is authorized to overpayments to deposit account 0	Status Letter Other Enclosure(s) (please Identify below): OCD Ocharge payment of any necessary fees or credit any	
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Date 12/22/05		Reg. No. 46,983	
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This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiallty is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will very depending upon the Individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chlef Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PATENT 10/004,664

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Michael Wayne Brown, et al.

Serial No.: 10/004,664 Confirmation Number: 9674

Filed: 12/03/2001

Title: ENABLING CALLER CONTROLLED HOLD QUEUE

POSITION ADJUSTMENT

Before the Examiner:

Thjuan Knowlin

Group Art Unit: 2642

IBM Corp

: c/o Amy J. Pattillo

: P.O. Box 161327

: Austin, Texas 78716

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 571-273-8300 and to the attention of Examiner Thjuan Knowlin on December 22, 2005 by Amy Pattillo.

Signature

12/22/05 Date

REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

Mail Stop Box Non-Fee Amendment (Pats) Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

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12/22/2005 9:09 PM FROM: 5123060417 TO: 15712738300 PAGE: 004 OF 046

PATENT 10/004,664

A. INTRODUCTORY COMMENTS

Responsive to the Office Action of September 22, 2005 Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks. Applicants note the continued efforts of the Examiner to locate a supervisor to aid the Examiner in performing and interview and respectfully request, in light of the fact that no interview could be scheduled, that the Examiner contact Applicants' representative to discuss any issues which upon resolution would provide for a timely allowance of the claims.

Amendments to the Claims begin on page 3.

Arguments begin on page 23.